

# MISSOURI STATE LIBRARY

## 1997 ANNUAL REPORT



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### STATE LIBRARY ADOPTS MISSION STATEMENT

The entire State Library staff was involved in the development of a mission statement in 1997. After background research and an all-staff retreat, a committee worked on a draft mission statement that was submitted to State Librarian Sara Parker, who took the statement to the Secretary's Council on Library Development for comment. The council made several suggestions that were incorporated into the statement, which was then given to Secretary of State Bekki Cook for her review. Cook approved the following statement in December:

*To promote the acquisition, dissemination, and preservation of knowledge for the citizens of Missouri, the Missouri State Library, as a department of the Office of Secretary of State, will:*

- *strive to ensure all Missourians, including those who cannot use print, have equal access to library services;*
- *work to strengthen libraries and library leadership in Missouri communities;*

- *encourage enthusiasm for reading and appreciation of literature;*
- *deliver reference services to meet informational and research needs of state government;*
- *promote the development and dissemination of technology to enhance library services; and*
- *expand public support and advocacy for libraries and literacy.*

### STATE LIBRARY ENCOURAGES E-RATE PROGRAM PARTICIPATION

Since the inception of new federal rules mandating telecommunications discounts for libraries and schools, the State Library has offered workshops and consultations to help libraries participate in the discount program.

In November, State Library staff co-sponsored seven meetings across the state dealing with universal service and its importance to libraries. Representatives from the State Library, MOREnet, and the Department of Elementary and Secondary

Education discussed eligibility requirements, the application process, and the development of technology plans. Seventy public and school librarians attended the meetings.

### WOLFNER'S PUBLIC EDUCATION INITIATIVE

The staff of Wolfner Library for the Blind and Physically Handicapped traveled the state during 1997 to promote Wolfner's services at town meetings, conferences, senior citizens' centers, schools, libraries, and the Missouri State Fair. Staff estimate that thousands of Missourians learned about the Wolfner Library through these efforts.

Wolfner staff also developed a *Patron Manual* to inform users about Wolfner's collection and services. The manual is sent to all new users of Wolfner Library and to institutions such as hospitals, doctors' offices, and retirement centers.

The Friends of Wolfner Library financed the development and production of public service announcements (PSAs) for radio and television. These announcements, created by the University of Missouri Cooperative Video Service, provide a brief look at Wolfner services and have been airing frequently since their introduction in the spring of 1997.

### WASHINGTON APPROVES MISSOURI'S LONG-RANGE PLAN

The new Library Services and Technology Act requires each state to prepare a long-range plan detailing how federal library funds will be expended and how the state will address the intent of the law.

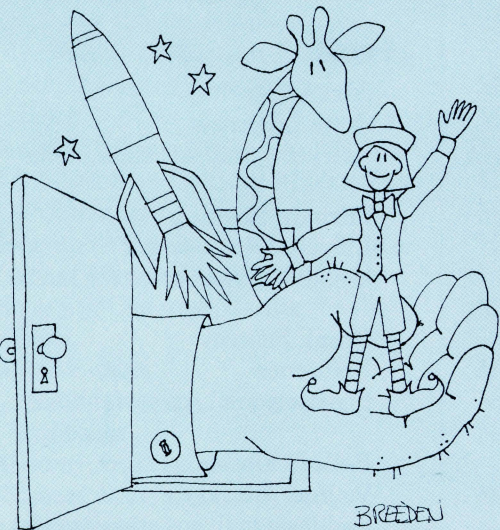
Missouri's plan covers the fiscal years 1998 to 2003 and focuses on electronic networking, equitable access to materials and services, helping library users become information literate, and resource sharing among libraries. The plan incorporates the major recommendations from the 1996 statewide library forums as its priority areas. It was compiled by staff from the Library Development Division.

The Missouri plan was approved in September 1997 by the Institute of Museum and Library Services, the agency charged with administering the federal library program.

### SUMMER LIBRARY PROGRAM REACHES THOUSANDS

Every year, thousands of Missouri children register for summer programs at their local libraries. And every year, the number of participants increases as does the number of libraries using the State Library-sponsored summer program materials. During 1997, almost 110,000 children came to their public libraries to participate in all kinds of special activities centered around the theme "Open Doors to Fun, Facts and Fantasy." Children joined library reading clubs, tracked the books they read for prizes and citations, and participated in other special library programs. One hundred twenty-five public libraries participated in the program.

Joe Breeden, a freelance artist from Independence, created a colorful poster and bookmark as well as a variety of clip art for librarians to use in the promotion of their summer programs. Public libraries received start-up kits from the State Library which contained posters, bookmarks, a program manual and other items. 1997 was the first year in which state funds supported the summer library program.





Address correction requested

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## MISSOURI STATE LIBRARY

LSCA TITLE I AND TITLE III PROGRAM EXPENDITURES  
FEDERAL FISCAL YEAR ENDED SEPTEMBER 30, 1997

### Grant Program Activities—Title I

Public library services to areas with inadequate services	\$1,059,376
Physically handicapped	97,944
State institutional library services	54,230
Strengthening State Library (administrative agency)	436,562
Major urban resource libraries	155,691
Literacy programs	11,096
Handicapped	20,670
Child care center library programs	6,491
<b>TOTAL TITLE I</b>	<b>\$1,842,060</b>

### Grant Program Activities—Title III

Technological capacity for interlibrary cooperation/ resource sharing	\$319,872
<b>TOTAL TITLE I &amp; TITLE III</b>	<b>\$2,161,932</b>

### State Support (FY 98 Appropriations)

State aid to public libraries	\$2,160,893
Automation grants	\$2,670,095

## REFERENCE SERVICES DIVISION

*Info-to-Go* requests: 19,607  
Table of Contents requests:  
14,260  
Total reference requests: 4,109  
State documents sent to 40  
depository libraries: 889

## WOLFNER LIBRARY

Total circulation transactions:  
1,133,300  
Total patrons served: 14,460  
active patrons  
Books added: 27,026 cassette;  
207 books on record; 1,983  
braille  
Contacts with patrons: 23,862  
Reference searches: 1,790  
Increased enrollment in  
statewide summer reading  
program by 11%  
Increased school registration 10%  
Registered 1,879 new individual  
and 54 institution patrons

## LETTERS ABOUT LITERATURE CONTEST WINNERS

Five Missouri students received awards for their essays in the 1997 Letters About Literature contest sponsored by READ magazine, the Center for the Book in the Library of Congress, and the Missouri Center for the Book.

Lisa J. Ampleman, a student at Cor Jesu Academy in St. Louis, won first place in the state contest for her letter to Jack Kerouac, author of *On the Road*. Keely White, North Nodaway R-VI School in Hopkins, won second prize, and three students received honorable mentions: Kathleen McCarthy, Parkway West Senior High School, St. Louis; Dan Shaw, St. Charles High School; and Laurie E. Frasher, Leeton R-X School.

The students received cash prizes and were honored at a reception hosted by First Lady Jean Carnahan at the Governor's Mansion during National Library Week in April.



First Lady Jean Carnahan (far left) joined by Missouri Center for the Book board president Thomas Dillingham and State Librarian Sara Parker (far right) with the "Letters about Literature" contest winners (l-r): Laurie E. Frasher, Kathleen McCarthy, Dan Shaw, Lisa Ampleman (seated) and Keely White. (Lloyd Grotjan photo)



## GRANT PROJECTS

### SPECIAL LITERACY GRANT PROGRAM LAUNCHED

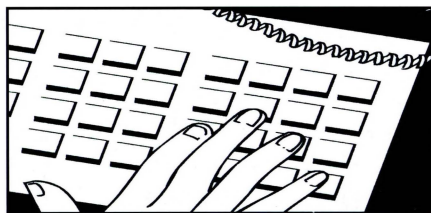
Library Development Division staff worked closely with the Missouri Department of Elementary and Secondary Education on the implementation plans for the new Special Literacy Grant Award Program.

Early in 1997, the Missouri General Assembly appropriated \$1.3 million for grants to support local literacy and adult education groups. Libraries, schools, and other agencies connected with literacy activities were eligible to apply for the grants, which were awarded on a competitive basis. Twenty-six grants were awarded in 1997. Missouri libraries were partners in many of the grant projects.

### COOPERATION GRANTS

The State Library's promotion of cooperative projects among libraries resulted in a number of strong applications for Library Cooperation grants under Title I of the Library Services and Construction Act. In October, Secretary of State Cook awarded eight cooperation grants, totaling \$170,309, to six libraries and library organizations. They include: Grand River Library Conference, Kansas City Metropolitan Library Network, Kansas City Public Library, Missouri Library Network Corporation, Polk County Library,

and St. Louis Public Library. The grants included several Internet training programs, a project to digitize significant African-American documents, a health data project for seniors, and training for interlibrary loan staff.



### GRANTS FUND BASIC EQUIPMENT FOR LIBRARIES

Eighty-three public libraries received grants for basic equipment through the Library Services and Construction Act, Title I.

These grants helped libraries to purchase computers, photocopy machines, laser printers, televisions, VCRs, fax machines, and equipment for individuals with visual disabilities.

### PUBLIC LIBRARIES RECEIVE AUTOMATION GRANTS

Secretary of State Bekki Cook awarded 33 grants to public libraries for automation projects ranging from retrospective conversion and system upgrades to development of regional consortia.

The grants were funded through a special appropriation approved by the Missouri General Assembly in 1996. They represent Governor Carnahan and the General Assembly's support of library automation projects to provide easier access to collections and services. Libraries receiving grants include:

Bollinger County Library  
Brookfield Public Library  
Cape Girardeau Public Library  
Carnegie Public Library, Shelbina  
Christian County Library  
Crystal City Public Library  
Daniel Boone Regional Library  
Douglas County Library  
Jefferson County Library  
Joplin Public Library/Neosho-  
Newton County Library  
Kansas City Public Library  
Kinderhook Regional Library  
Maryville Public Library  
McDonald County Library  
Mexico-Audrain County Library  
Mid-Continent Public Library  
Mississippi County Library  
Montgomery City Public Library  
Municipal Library Cooperative  
Palmyra Bicentennial Public Library  
Polk County Library  
Riverside Regional Library  
St. Louis Public Library  
Springfield-Greene County Library  
Stone County Library  
Texas County Library  
Webster Groves Public Library  
West Plains Public Library

## STATE LIBRARY PARTNERS

American Association of Retired Persons, Kansas/Missouri Office  
American Council of the Blind,  
Missouri Council of the Blind  
Caring Communities  
Center for Economic Information,  
University of Missouri-Kansas City  
Central Missouri Area Agency on Aging  
Central Missouri Green Thumb, Inc.  
Commission on Cultural Affairs, City of Columbia  
Geographic Resources Center, University of Missouri-Columbia  
Library of Congress, Center for the Book  
LIFT-Missouri  
Lincoln University Cooperative Extension  
Missouri Arts Council  
Missouri Association of School Librarians  
Missouri Department of Corrections

Missouri Department of Economic Development, Division of Job Development and Training  
Missouri Department of Elementary and Secondary Education: Adult Education, Early Childhood, Even Start  
Missouri Division of Aging  
Missouri Governor's Office  
Missouri Humanities Council  
Missouri Library Association  
Missouri Literacy Association  
Missouri Office of Administration, Office of Budget and Planning  
Missouri Public Academic Library Administration  
Missouri Public Library Directors  
National Center for Family Literacy  
National Federation of the Blind, Missouri Chapter  
National Institute for Literacy  
National Library Service  
Office of Social and Economic Data

Analysis, University of Missouri-Columbia  
Parents as Teachers  
Practical Parenting Partnerships  
Project REACH, University of Missouri, Department of Social Services  
Rehabilitation Services for the Blind  
School of Information Science and Learning Technologies, University of Missouri-Columbia  
Small Business Development Center, University of Missouri-Columbia  
Urban Information Center, University of Missouri-St. Louis





# PLANNING

## TALKING ABOUT PUBLIC LIBRARY STANDARDS

Ninety-one library directors and board presidents participated in "talk sessions" about the proposed standards for Missouri public libraries.

Library Development Division staff arranged these sessions to learn how the standards might affect small libraries and their governing boards. The sessions were held in Shelbyville, Gallatin, Lamar, and Poplar Bluff. The lively discussions at the sessions centered around three questions: What is useful about the standards? What will be difficult for your library? If standards are to be implemented, how would you implement them?

The Missouri Library Association membership approved standards for public libraries in 1996. Since that time, the standards document has been under discussion by the Secretary's Council on Library Development, State Librarian Sara Parker, and State Library staff.

The council's recommendations have been referred to Secretary of State Bekki Cook for review.

## PROMOTING LIBRARY SERVICES TO SENIOR ADULTS

How do senior adults use the library? What kinds of programs will senior adults attend? What new services do senior adults need? These were the questions addressed in a 1997 State Library survey that sought information on library services to senior adults in Missouri.

The State Library has launched a major effort to promote and understand senior services in public libraries. As part of this effort, a Task Force on Library Services for Older Adults was formed to consider collaborative programs and how libraries and community agencies might work together to enhance services to seniors, to determine the technology needs of seniors, and to publicize library programs to seniors. The task force's work will result in a statewide plan for library services to seniors.

To find out the current status of library services to seniors, the State Library hosted a series of forums at libraries in October and November. Attendees were library directors, library staff who work with seniors, and community agency representatives such as those from senior nutrition centers or Area Agencies on Aging. Each representative described exemplary programs in their areas, and all agreed that collaboration was

essential in developing programs for seniors.

Forums were held in Chillicothe, Ferguson, Poplar Bluff, and Springfield.

## PLANNING FOR A COMMON PLATFORM

State Librarian Sara Parker and staff from the Library Development Division met regularly with a task force of the Missouri Public Academic Library Administrators (MPALA) to plan for a shared computerized library system for all college and university libraries in Missouri.

This proposed system, called the "common platform," will improve access to the state's academic library collections, allow direct borrowing of materials, and support services such as electronic indexes and databases, and electronic document delivery.

The common platform is a project of MPALA and the Council on Public Higher Education. The project is estimated to cost \$15 million over a five-year period.

## CHARTING MISSOURI'S LIBRARY FUTURE

"Into the New Century" describes Missouri's five-year plan for the improvement of library services. The 60-page plan is the result of many months of discussion by librarians, library trustees, and citizens throughout the state as well as recommendations from the Secretary's Council on Library Development. It was completed by State Library staff in June and distributed in August to librarians, legislators, library trustees, and others interested in library development in Missouri.

## GETTING READY FOR CENSUS 2000

The Missouri State Census Data Center (MSCDC) partnered with the Census Bureau's regional office in Kansas City to begin preparations for Census 2000. Areas identified for partnership work include the Local Update of Census Addresses Program, establishing committees to support a complete count in Missouri, publicizing Census 2000 activities, updating maps, and recruiting short-term employees to work for the Census Bureau.

In December, the MSCDC coordinating members met with representatives from five other state census data centers to receive updates about Census 2000 projects and to discuss how state census data centers can work together to promote Census 2000.

## STATE LIBRARIAN PROMOTES DIGITAL PROJECTS FOR LIBRARIES

State Librarian Sara Parker called a fall meeting of librarians from southwest Missouri and northern Arkansas to discuss digitizing original historical documents from the Ozarks region. Parker hopes the first meeting will result in a cooperative project among the librarians, whose collections include important resources on Ozarks history, folklore, and culture.

The state's first digital library project involving historical resources originated at Springfield-Greene County Library.

Missouri's long-range plan for libraries calls for a registry of digital collections in the state.

## STATE LIBRARY CONTACT INFORMATION

### Phone:

800-325-0131  
800-392-2614 (Wolfner)  
573-751-3615 (Reference Desk)

### Fax:

573-751-3612  
573-526-2985 (Wolfner)

### TDD:

800-347-1379 (Wolfner)

### Website:

<http://mosl.sos.state.mo.us/lib-ser/libser.html>

### E-mail:

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## ACTIVITY HIGHLIGHTS

### COOK AND PARKER PROMOTE LIBRARIES

Secretary of State Bekki Cook and State Librarian Sara Parker's busy schedules for 1997 included many visits to libraries and meetings with librarians and trustees. Cook attended library workshops and conferences, promoted the statewide summer reading program in libraries, and visited with library groups at the State Library. Parker worked with librarians representing public, academic, special and school libraries; made presentations at meetings across the state; testified in behalf of libraries before the General Assembly, the Public Service Commission, and other governmental agencies; and talked with librarians about technology, funding, and resource sharing.

### SECRETARY'S COUNCIL ASSISTS IN LIBRARY DEVELOPMENT

The 22-member Secretary's Council on Library Development met quarterly in 1997 to discuss library legislation, review developments in State Library programs, recommend policies on issues such as public library standards, and learn about new library initiatives. State Library staff made presentations at each meeting as did representatives from other libraries and organizations that work with libraries.

The council's 1997 meetings were held in Jefferson City, Kansas City, and Maryville.

### LIBRARY LITERACY ACTIVITIES

Newly updated and issued in 1997, *Literacy Activities of Missouri Public Libraries* offers a detailed picture of the kinds of literacy programs available in the state's libraries. The new publication is based on a survey of public libraries conducted to determine the extent of library involvement in literacy activities. More than 50 percent of the state's public libraries answered the survey.

Of particular interest was the growing recognition of family literacy as an important element of an overall literacy program. The survey also showed an increase in collaborations between libraries and community agencies in the development of literacy activities.

### WOLFNER LIBRARY OFFERS NEW ONLINE CATALOG

After two years of research and development, the Wolfner Library announced its new online public access catalog—WOLFPAC—in December. WOLFPAC enables library users to query Wolfner's holdings and obtain information about books in the collection. This long-awaited development makes Wolfner services more accessible to users.

The Missouri General Assembly funded the software for Wolfner's online catalog.

### REFERENCE SERVICES

During 1997, the Reference Services Division focused on the successful completion of its internal automation process. This effort has been under way for the past two years, and 1997 saw concentration on several remaining areas.

The bar-coding of the collection continued and was proceeding along with a thorough weeding of the large social science collection. The public catalog was made available, although it needs modification to make it easier to use. The cataloging functions are working well, and new software has made improvements in cataloging state documents and other materials needing original cataloging. Funding for adding the large federal documents collection to the electronic database was made available, and the bid specifications were written.

The division staff worked on improving and expanding its Web site information, adding new files from the state documents program and a complete periodicals subscription listing for all the Jefferson City area libraries.

Staff continued its promotion of the library's journal and periodical collection. Awareness services utilizing journal and periodical resources were increasingly popular among state government library users, and journal reprint requests reached record numbers. The monthly service *Info-to-Go* remained one of the most important means of promoting the use of the journal collection. More than 900 state employees currently receive this publication, and the mailing list is under constant revision as employees enter and leave state service.

The division also began a regular orientation program for state agency personnel. This program will continue during 1998 and beyond.

### FALL LITERARY EVENT

"An Evening with Mary Kay Blakely" was the Missouri Center for the Book's fall literary event, held in October at the University of Missouri-Columbia. Blakely, who is nationally known for her memoir writing, her essays and social commentary, presented a program on the art of memoir writing and read from her book *Red, White, and Oh So Blue: A Memoir of Political Depression*.



### MISSOURI STATE CENSUS DATA CENTER PRODUCTS

To enhance the Missouri State Census Data Center's purpose of disseminating census information to the citizens of Missouri, the State Library launched a new quarterly newsletter, *Missouri Census Update*, in 1997. The newsletter, available in both print and electronic formats, features articles about Missouri demographics and highlights census products, training opportunities, and Internet sites.

Other product development during 1997 included linkage of census files for GIS applications, economic reports such as "Occupational Trends in the State of Missouri" and enhancements to the Missouri Statistical Profiling and Uexplore computer applications for census information. The center also distributed a variety of new reports and estimates released by the Census Bureau, including new population estimates for Missouri towns and counties.



# TRAINING

## COMMITTEE STUDIES LIBRARY TRAINING NEEDS

Libraries of all types face some common challenges in this information age—how to keep up with changing technology, how to plan for and develop new services, and how to determine their roles for the future. To deal with these challenges requires continuing education for library staff and library trustees, offered on a regular basis and in a convenient format.

How to deliver useful education to the Missouri library community was the charge of the Continuing Education Advisory Committee, which met several times over a six-month period in 1997. The committee developed an extensive survey that was sent to all types of libraries to ascertain the state's continuing education needs. The survey garnered an impressive 33 percent return. Based on the survey results, the committee made recommendations that will be incorporated into a statewide continuing education plan to be issued in 1998.

## TRUSTEES LEARN "BOARDSMANSHIP"

An important aspect of the State Library's continuing education effort involves annual programs for public library trustees. In June, the State Library sponsored "Boardsmanship: Making the Right Moves," a one-day conference featuring attorney Christopher Rackers, State Librarian Sara Parker, and several librarians and trustees who led breakout sessions on issues of concern to trustees. Rackers discussed the legal responsibilities of trustees, and Parker explained the importance of trustees not only to the library but also to the local community.

## LEARNING ABOUT THE CENSUS

The Missouri State Census Data Center sponsored five one-day regional training sessions. Held in the spring, each session provided training for using census applications available on the Internet and geographic information systems.

The center served as a co-sponsor for a Census 2000 rollout session held in St. Louis in July. More than 200 persons attended the session, which featured Census Bureau director Martha Riche discussing plans for local and state partnerships for Census 2000.

The center's annual conference was held in September at Osage Beach. Built around the theme "Community Role in Census 2000," the conference



## HIGH PRAISE FOR SUMMER INSTITUTE

Reinstated after a one-year hiatus, the Library Skills Institute was held in August at Stephens College in Columbia. Ninety-nine employees of Missouri public and institutional libraries attended the institute and gave rave reviews to the program content, the instructors, and the new short courses.

Summer institute provides training in librarianship for non-degreed library staff. The basic course offers an introduction to libraries and librarianship; advanced courses focus on single topics. The 1997 advanced courses included "Library and the Community," "Reference," and "Young Adult Services." New in 1997 were 12 short courses that complemented and expanded on the core courses. Among the short course topics were book discussion groups, customer service telephone skills, working with library boards, retrospective conversion basics, and human resources issues.

As one institute participant said, "I thoroughly enjoyed talking to the other attendees and hearing the problems and solutions they've addressed. It's nice to know we're not the only ones who have space problems, money (or lack of), and patrons who want 'more.' And to know we're not the only ones who try to go that extra mile."

included several sessions led by presenters from the U.S. Census Bureau. In addition to Census 2000 topics, sessions at the conference included geographic information systems, health and education statistics, the Internet as a source of information, and population estimates and projections. The conference ended with a panel/audience dialog about Census 2000 issues.

## STATE LIBRARY HELPS TRAIN LITERACY TUTORS

The State Library sponsored a series of training sessions for literacy tutors at four Missouri libraries: Henry County Library, Joplin Public Library, Moberly Correctional center, and West Plains Public Library. Sixty tutors attended the workshops. A fifth library (Jefferson County Library) will complete its workshop sessions in 1998.

Each library offered three workshops for literacy tutors; workshop topics were determined by local litera-

cy organizations based on local needs. Topics included learning disabilities, math skills, learning styles, English as a second language, computer-assisted instruction, best practices, and viewing the media with a critical eye.

## FAMILY NIGHTS AT THE LIBRARY

Five Missouri public libraries hosted "Family Nights at the Library," a program of the Library Development Division. This family literacy program brings parents and children to the library for programs relating to parenting or adult education issues. Program topics are determined by local libraries in cooperation with community agencies.

Participating libraries in 1997 included: Cameron Public Library, Caruthersville Public Library, Marshall Public Library, Missouri River Regional Library, and Northeast Missouri Library Service.